

PART 2030 - COMMUNICATIONS

Subpart B - Telephone Management and Telephone Services - FmHA
Finance, State, District, and County Offices

TABLE OF CONTENTS

<u>Sec.</u>	<u>Page</u>
2030.51 General.	1
2030.52 Applicability.	1
2030.53 Responsibility.	1
2030.54 Policy.	1
2030.55 Telephone ordering procedures/responsibilities of State Offices.	3
2030.56 Telephone ordering procedures/responsibilities of the Property Management Branch, Finance Office.	5
2030.57 Initial telephone orders.	6
2030.58 Telephone operating policy.	6
2030.59 Commercial telephone toll verification. sampling by the National Finance Center (NFC).	9
2030.60 FTS sampling by GSA.	10
2030.61 Reporting telephone trouble.	10
2030.62 Telephone company billing inquiries.	10
2030.63 The Federal Telecommunications System (FTS).	10
2030.64 Major Telecommunications Services.	10
2030.65 Management and control of telephone station equipment.	11
2030.66 Documentation.	12
2030.67 - 2030.100 (Reserved)	12
Exhibit A - Definition of terms.	
Exhibit B - Sample SF 145 issued by State Office to GSA	
Exhibit C - Sample SF 145 issued by State Office to a commercial telephone company	
Exhibit D - Sample SF 145 issued by Finance Office to GSA	
Exhibit E - Sample SF 145 issued by Finance Office to a commercial telephone company	
Exhibit F - Sample Form AD-474 Transmittal - Telephones and Utilities and completion instructions	

PART 2030 - COMMUNICATIONS

Subpart B - Telephone Management and Telephone Services -
FmHA Finance, State, District and County Offices

§2030.51 General.

This subpart prescribes the policies and practices for managing, ordering, and using telecommunications services and equipment by the Farmers Home Administration (FmHA) Finance, State, District, and County Offices. See Exhibit A for definitions.

§2030.52 Applicability.

Provisions of this subpart apply to all FmHA offices and conform to Federal Information Resources Management Regulation 201-39, as amended, USDA Regulation 3300-1, or other law. (Revised 3-25-87, PN 45.)

§2030.53 Responsibility.

The Property Management Branch, Administrative Support Division, Finance Office, St. Louis, Missouri, is responsible for ensuring this subpart is kept current. Managers and supervisors at all levels of the Agency are responsible for ensuring compliance with this subpart.

§2030.54 Policy.

It is FmHA Policy to:

- (a) Provide telephone instruments only to employees requiring telephones to conduct official business.
- (b) Provide telephone lines and associated equipment commensurate with the number of telephones and the number of calls received and placed. Telephone lines will be rotary (hunt) to permit maximum line utilization.
- (c) Prohibit auxiliary telephone station equipment and features, including but not limited to automatic dialing equipment, speaker phones, call diverters, automatic ring lines (hot lines), bell chimes and music on hold if there is an additional charge. Requests for waivers of this prohibition must be justified in writing and approved according to the guidelines below. Waivers are granted on a case-by-case basis. (Revised 3-25-87, PN 45.)

DISTRIBUTION: W except Washington, DC; S,D,C Administrative Services
Communications

1
(Revision 1)

(1) Telephone answering devices may be installed in District and County Offices when authorized by the State Director and the following criteria are met:

(i) Instructions are developed to ensure these devices are used in a prudent manner. Answering devices are not to be used to provide "quiet time" or as screening devices. Use would normally be confined to offices having too few employees to ensure phones are always covered. Use of an answering device in a part-time office must be approved by the Director, Administrative Support Division, Finance Office and the Director, Administrative Services Division, National Office.

(ii) Funds are available in the State's equipment allocation (object class 31).

(2) Telephone answering devices may be installed in the Finance Office and State Offices when approved by the Director, Administrative Support Division and the following criteria are met:

(i) Typical applications would include providing repetitious information to field offices, potential employees and other groups. Maximum attention is to be given to the issue of agency responsiveness when determining whether to use answering devices or employee attendants. Productivity and public image should also be considered. Use of answering devices to provide "quiet time," call screening or night service is prohibited.

(ii) Funds are available in the appropriate offices' allocation (object class 31).

(3) Speaker phones may be installed in District and State Offices when authorized by the State Director if funds are available. Installation in County Offices requires the concurrence of the Director, Administrative Support Division, Finance Office and the Director, Administrative Services Division, National Office. Speaker phones may be installed in the Finance Office if approved by the Director, Administrative Support Division, providing funds are available.

(4) Automatic dialing, conferencing and a variety of other features are becoming increasingly available on telephone systems being acquire by the agency. These features are often integral to the system and are provided at no extra cost. Employees are encouraged to use these features to maximize the value of the system. Music on hold input jacks are widely available on electronic key systems. While expenditure of agency funds for a music source is not authorized for State, District and County Offices, employees are permitted to connect employee-owned music sources provided the choice of the music used in no way reflects negatively on the agency.

(5) For items not specifically mentioned above, installation in State, District and County Offices requires the approval of the State Director and the Director, Administrative Support Division. Depending on the nature of the request, the approval of the Director, Administrative Services Division may also be requested at the discretion of the Director, Administrative Support Division. Installation of similar items at the Finance Office requires the approval of the Director, Administrative Support Division and the Director, Administrative Services Division if appropriate. Funds must be available for any such installation.

(6) The need for all devices mentioned above should be reevaluated annually to ensure the requirement still exists. When the need still exists, it is not necessary to obtain reapproval.

(d) Prohibit the personal use of Government furnished telephones. Unauthorized personal use may be cause for disciplinary action. In all such cases where commercial long distance toll charges are incurred, the employee must reimburse the Government, including local, State or Federal taxes. For State, District and County Offices, reimbursements, by check or money order, will be forwarded and made payable to : Department of Agriculture, Administrative Collections, P.O. Box 70792, Chicago, Illinois 60673. Finance Office reimbursements should be forwarded to the Property Management Branch. The letter of transmittal should identify these reimbursements as collections for unofficial telephone toll calls, the date of the calls and the telephone number under which the calls were billed.

(e) Route requests for initial telephone service for County Offices (including suboffices) and District Offices, through the State Office to the Property Management Branch, Finance Office, by memorandum at least 4 weeks before the desired service date. Requests covering initial installation of telephone equipment will include the name and address of the telephone company, number of lines and extensions, and other pertinent information. Telephones will not be installed in part-time offices unless arrangements have been made for coverage. Unattended telephones can adversely reflect on programs of the FmHA.

(f) Authorize State Offices to issue telephone orders to relocate District and County Offices, to add, remove or relocate telephone lines and equipment in State, District and County Offices. (See Exhibits B and C.) Other telephone service requests (including those for technical assistance) will be submitted to the Property Management Branch, Finance Office.

(g) NOT authorize District and County Offices to place initial or subsequent telephone orders, nor modify telephone orders placed with commercial telephone companies or the General Services Administration (GSA). Charges resulting from violations of this restriction will be borne by the employee responsible.

(h) Authorize County Supervisors and District Directors to sign Federal and State Tax Exemption Forms when required by local telephone companies. The FmHA tax exemption number is 7205 648 34F.

(i) Prohibit listening-in devices. No officer or employee will authorize, permit or participate in the monitoring of any telephone conversation from, to or within the Agency, for any purpose.

(j) Maximize the use of teleconferencing to minimize travel costs. Teleconference note taking requirements are:

(1) Identify all participants to a telephone conference call, including those conferences using a speakerphone, before the subject matter is introduced.

(2) Identify and obtain prior permission from all participants that notes or verbatim transcript can be taken of the subject matter to be discussed.

(3) End monitoring (note taking) at the agreed time.

(k) Not provide Wide Area Telephone Service (WATS) or toll-free calling for our clientele. WATS lines will not normally be authorized for District or County Offices. State Office WATS lines will only be authorized after toll analysis reflects savings over commercial toll costs. The installation of WATS lines requires GSA approval and will be authorized only by the Property Management Branch (PMB), Finance Office.

(l) Authorize extended telephone service (Circle Dialing, Pick-a-Point, Toll Pack, Metro Dialing) which may be authorized by the State Office when toll analysis reflects service is cost-effective.

(m) Authorize State Directors to use specialized Common Carriers and resellers of long distance services in an effort to reduce long distance toll costs for their District and County Offices when:

(1) Access to FTS is unavailable.

(2) No monthly recurring or minimum usage charge is imposed.

(n) Restrict telecommunications obligation authority to one fiscal year.

(o) Procure all telecommunications acquisitions on a competitive basis in compliance with Federal Procurement Regulations, Federal Information Resources Management Regulations and Agency Instructions.

§2030.55 Telephone ordering procedures/responsibilities of State Offices .

(a) As authorized in §2030.54(f) of this Instruction, when State Offices issue a telephone order, Form SF-145, "Telephone Service Request," will be used. The following statements must appear on each order unless otherwise indicated.

RD Instruction 2030-B
§2030.55 (a) (Con.)

- (1) If any changes are required, contact the State Office at the telephone number listed under "special instructions." (The special instructions block will contain confirmation of verbally placed orders, with the name of the State Office contact and telephone number.)
 - (2) Send all bills to the National Finance Center, P.O. Box 60000, New Orleans, LA 70160 (for commercial service), or billing will be under SIBAC pay station 12-40-0001 (for FTS service).
 - (3) This account is exempt from payment of all Federal and State taxes. Our tax exemption number is 7205 648 34F. (For commercial service.)
 - (4) Section 3628 of the revised statutes provides that public funds may not be disbursed in advance of the service rendered; therefore, please bill in arrears. If this cannot be accomplished, payment of bills shall be withheld until the period of service covered by the bill has expired. (For commercial service and required only when the account is initially established.)
 - (5) Monthly recurring cost and installation charges.
 - (6) I certify this order complies with FIRMR 201-37 (for orders sent to GSA).
- (b) Prepare the Agency Order Number block of Form SF-145 as follows: State Offices will use their two digit State code, followed by two digits sequentially numbered. For example, the first order placed by the North Carolina State Office at the beginning of each fiscal year : 3801.
- (c) Prepare Form AD-474, "Transmittal - Telephones and Utilities," and submit to NFC. Send one copy to the Property Management Branch, Finance Office.
- (d) The State Office serves as the central point for management and control of telecommunications for its area of responsibility.
- (e) The State Office serves as liaison between NFC, GSA, and commercial telephone companies and its field offices for telecommunications activities.
- (f) Forward two copies of Form SF-145 to the Finance Office, Attention: Property Management Branch. See Exhibits B and C.

(g) State Directors are responsible for the management and supervision of their telecommunications budget. To aid State Directors in this management process, the following communications reports will be provided by the Finance Office monthly:

- (1) NFC Telephone Commercial Payments Reports,
- (2) GSA Simplified Intragovernmental Billing and Collection (SIBAC) Report, and
- (3) FmHA Status of Allotment Ledger Accounts (BCST2E-502-ADM-11) Report.

(h) As authorized in §2030.54(f) of this Instruction, State Offices may approve the installation of additional telephone lines for State, District and County Offices providing the following criteria are met:

- (1) If an additional line is authorized and the telephone system will require reconfiguration involving a required purchase of the equipment, the purchase will be handled by the Finance Office.
- (2) For State Offices, each dictation tank must have its own dedicated line. Telephone lines supporting administrative purposes shall not exceed a ratio of the one line between every three employees with multi-button telephone instruments. For example, four telephone lines will support 10 employees on a multi-button system. In a single line concept arrangement, however, each employee requiring a telephone to conduct official business would be authorized a separate line.
- (3) For District and County Offices; the following optional criteria may be applied:
 - (i) Each cluster of multifunction workstations or each multifunction workstation in a stand-alone mode should have available its own dedicated line.
 - (ii) A record of a 10-day agency survey showing the number of incoming and outgoing calls which substantiated the need.
 - (iii) Other prerequisites as deemed appropriate by the State Director.

(i) When a district or county office leased/rental telephone system requires relocation, consideration should be given to its purchase if funds are available in the State's equipment allocation, object class 31. Concurrently, those systems with rotary dial instruments should be converted to touchtone. Competitive procurement procedures apply whether the system is leased, rented or purchased. All purchases of telecommunications systems will be handled by Finance Office.

§2030.56 Telephone ordering procedures/responsibilities of the Property Management Branch (PMB), Finance Office.

- (a) Use Form SF-145 to place telephone orders.
- (b) The required statements, as identified in §2030.55(a)(1) through (a)(6) of this Instruction, must appear on each order.
- (c) Prepare the Agency Order Number block of the SF-145 as follows: Use letter designation 'N' followed by next sequential number (three digits) for field office orders. Example of first order placed by PMB : N001. Orders placed for the Finance Office: Use the digit "7" followed by next sequential number (three digits), Example : 7001.
- (d) Prepare Form AD-474 and submit to NFC.
- (e) The PMB serves as central point for management and control of telecommunications for the Agency.
- (f) The PMB prepares and coordinates all reporting requirements for the Finance and field offices pertaining to telecommunications.

§2030.57 Initial telephone orders.

- (a) Initial telephone orders for offices without FTS access will establish the monthly recurring local service, nonrecurring installation, and commercial toll maximum costs. Each State Office should recommend toll maximums for its field offices based on a projected or actual office case load. Historical data indicates that, in general, maximums should not exceed the following thresholds : District Offices with FTS access - \$50, without FTS - \$300, and County Offices with FTS access - \$25, without FTS - \$200. State Offices, however, should apply the best information available to them to determine the appropriate toll maximum on an office-by-office basis.
 - (1) The toll maximum, when exceeded, will automatically generate a "Reasonableness Check" from the National Finance Center (NFC) in New Orleans, Louisiana. These reasonableness checks will be forwarded to the appropriate office for validation and certification purposes by the State Office.
 - (2) The PMB will obtain 3-month toll detail statements from NFC to be submitted to GSA for an FTS feasibility study when an office's average monthly tolls exceed \$500, or depending on its distance from an FTS facility, sometimes less.
- (b) Initial telephone orders for offices with FTS access will be processed to the appropriate GSA office, and/or commercial telephone company when an office has split FTS/commercial lines.

§2030.58 Telephone operating policy.

- (a) Use long distance telephone calls for official business only:
 - (1) For urgent business or emergencies.
 - (2) To avoid embarrassment or loss to the Government.
 - (3) Where other methods of communication cost more.
- (b) Plan long distance calls using the following guidelines:
 - (1) Have ready needed records, data, or other information in the order to be discussed.
 - (2) Find out ahead with whom the matters can be handled.
- (c) Observe telephone courtesy by telling the office or person being called of:
 - (1) The official making the call.
 - (2) The person(s) with whom the caller wishes to speak.
 - (3) The purpose of the call.
- (d) For FmHA offices connected to FTS:
 - (1) Place outgoing long distance calls over FTS to all telephones in the continental United States, Alaska, Hawaii/ and Puerto Rico.
 - (2) When an FmHA Office is connected to an FTS switchboard, local FTS representatives will be asked to train FmHA Office personnel to handle calls over FTS and furnish the office with copies of the FTS Telephone Users' Guide.
 - (3) The FTS is a station-to-station call system. There will be no person-to-person calls.
 - (4) Follow these steps when the telephone number (exchange and instrument) of a party in a distant city is not known:
 - (i) For FTS primary cities listed in the FTS Telephone Users' Guide, call the distant city "FTS Assistance Operator" when it is known that the telephone of a party or Government office is connected to the FTS network.

(ii) When it is not known if the telephone of a desired party in a distant city is connected to an FTS switchboard, contact the area "Commercial Directory Assistance Operator" by dialing the area code of the distant city plus "555-1212." Give the operator the name of the city, and the party and address to be contacted. Note the number and use FTS to place a station-to-station call.

(5) Each FmHA Office using a GSA operated switchboard on the FTS network, which does not have Direct-In or Direct-Out dialing, will obtain a GSA "QZ billing number" from the GSA switchboard chief operator. There will be one number for each FmHA Office to be used only for commercial long distance outgoing calls as authorized in paragraph (d)(6) of this section.

(6) Place all long distance calls over the FTS network except when FTS operators cannot complete a call due to overload FTS network lines and the call is so urgent that commercial lines must be used. (Prior approval of the director/ supervisor is required for such calls on a call-by-call basis).

(7) The GSA Conference Control Center (CCC) in Washington, DC, offers teleconferencing service for up to 28 telephones within the 48 conterminous States, plus Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. The use of the CCC for teleconferencing calls is chargeable to the originating Agency at a rate of \$3.60 per minute. Each request to use the CCC must be approved in advance by the Directives and Administrative Services Division, National Office.

(8) The local GSA switchboard operator can provide teleconferencing service for up to five conferees: three local subscribers and two nonsubscriber telephones. (FTS subscribers should check with their GSA area manager as some switchboards have increased their conferee capability.) Since there is no charge for teleconferencing services provided by local GSA switchboards, all FmHA FTS subscribers are encouraged to use this valuable service to minimize travel costs and nonproductive travel time. Some excellent applications for teleconferencing service are staff meetings between State and District Directors, District Directors and County Supervisors, and coordination of policies and procedures between the National, Finance, and State Offices.

(9) Prior to placing a request for teleconferencing service with the local GSA operator, the originator should notify all conferees of the planned teleconference in advance. This

notification should include, at a minimum, the conference subject, name or office of conferees, date and time of the teleconference. If time permits, notification should be accomplished by mail; if not, by telephone. When placing the request for a teleconference with the operator, at least 1 day in advance, the originator should be prepared to furnish the following information:

- (i) Originator's name, agency and FTS number.
- (ii) Date, time, and estimated duration of teleconference.
- (iii) Name, location, and telephone number of each conference.

(e) FmHA Offices connected to commercial switchboards (including those switchboards not operated as FTS switchboards), will use direct dial service if available. Long distance calls from offices without direct dial service will be made on a station-to-station basis.

(f) At the discretion of the State Director, customer calling cards (formerly credit cards) may be ordered for specific State Office staff employees, District Directors, County Supervisors, and their assistants. These cards, when authorized by the State Director, will be ordered in the name of the FmHA Official under the office telephone account number and safeguarded as Government property. These calling cards should be used only when authorized employees are away from their office, FTS facilities are not available, and the call is considered essential to expedite official business.

(g) Changing commercial calls to FTS calls using prearranged "signal" techniques for the purpose of avoiding commercial toll charges is prohibited. Use FTS facilities to convert a commercial long distance call to an FTS call as follows:

- (1) Calls from a non-FTS FmHA office to an FTS office, which are not urgent, should be discontinued and placed on the FTS network.
- (2) The FTS office will promptly cut off the connected commercial toll call and place a return FTS call when both parties have time to do so. The receiving FTS office must first obtain from the calling party the area code and complete telephone number. The call can then be made over FTS.

§2030.59 Commercial telephone toll verification sampling by National Finance Center (NFC).

On a sampling basis, the NFC in New Orleans, LA, will furnish commercial telephone toll (long distance) detail for review and referral to the appropriate field office, with instructions for verification as prescribed in NFC Procedures Manual, Title II, Chapter 3, Section 3, "Telephones." This sampling will require verification of the toll calls shown. (This sampling does not apply to calls placed over the FTS network). Due to the relatively infrequent need for a record of toll calls, FmHA offices are not normally required to maintain a toll call listing; however, each office should be able to reasonably verify any toll calls charged to its office should a verification request be received from NFC.

§2030.60 FTS sampling by GSA.

At times, GSA samples FTS calls made by FmHA Offices. When asked, FmHA employees should give the FTS operator their name and FTS number, the number called and confirmation that the call is Government business by stating "official."

§2030.61 Reporting telephone trouble.

(a) State, County and District Offices should report telephone trouble to the chief operator of the switchboard to which the office phones are connected, or to the trouble reporting number of the local telephone company. When there is FTS telephone trouble, the information asked for in the FTS Telephone Users' Guide will be given to the FTS operator.

(b) Continuous FTS telephone trouble should be reported to the PMB, Finance Office, with full details (dates, times, nature of trouble, and GSA's efforts to correct the problem).

(c) Finance Office employees will report all telephone trouble to the Telecommunications Staff. (Revised 07-27-94, PN 229.)

§2030.62 Telephone company billing inquiries.

Refer telephone company billing inquiries to the NFC, telephone 504-255-5370 (commercial). Promptly notify the Telecommunications Staff, St. Louis, Missouri, 314-992-0430 (commercial), of any threats to disconnect service for nonpayment of bills. (Revised 07-27-94, PN 229.)

§2030.63 The Federal Telecommunications System (FTS).

The FTS network is under the overall direction and management of the GSA and provides voice, record, data and facsimile services over point-to-point and switched networks. The FTS is a dedicated long haul communications network designed to accommodate all civilian agencies of the Federal Government. The cost for the use of the FTS intercity network is based on a time-sensitive billing method--calls are chargeable on a per minute rate, rather than a call completion rate. The cost of calls placed over the FTS network are billed to the Department of Agriculture, which in turn prorates this cost to the various agencies. Accordingly, all calls will be kept to the absolute minimum time to transact business.

§2030.64 Major telecommunications services.

Major telecommunications services are under the purview of the GSA and must be approved by that Agency prior to any acquisitions, changes, or installations. Services in this category include:

- (a) Federal Telecommunications System (FTS) - GSA's intercity voice network.
- (b) Wide Area Telephone Service (WATS).
- (c) Private Branch Exchange (PBX) switchboards connected to the FTS. GSA has determined that Automatic Call Distributors (ACD) and Dimension switching systems are considered to be PBX equipment.
- (d) Installation or removal of 25 or more individual business lines in association with key telephone systems.

§2030.65 Management and control of telephone station equipment.

Telephone station equipment is a major element of telecommunications system costs and the most visible aspect of communications. This equipment should meet the needs of the Agency at the lowest overall cost to the Government; therefore,

- (a) To ensure continuing cost-effective use of telephone station equipment, each year the Property Management Branch, Finance Office, will forward an inventory request to all FmHA field offices provided with telephone service and equipment annually. A copy of the survey documentation will be forwarded to the PMB, Finance Office and the State Office, by June 30 of each year, and a copy will be retained in the surveyed office files until superseded.
- (b) Normally, auxiliary telephone station equipment and features, including but not limited to automatic dialing equipment, speaker phones, call diverters, automatic ring lines (hot lines), bell chimes, and music on hold, will not be authorized for FmHA Offices.

RD Instruction 2030-B
§2030.65 (Con.)

(c) FmHA Offices which obtain GSA consolidated service will receive from GSA by May 1 of each year a computerized listing of telephone service as posted in GSA records as of March 31. This list should be validated and returned to the office specified by the serving GSA region not later than June 30 of each year. A copy of this validated list will be forwarded to the PMB and State Office by the affected FmHA Office.

§2030.66 Documentation.

Important decisions, transactions, and instructions sent by long distance telephone must be confirmed promptly and recorded in the official files of the affected office(s). Form RD 2030-6, "Record of Telephone Call or Office Visit," should be used for this purpose.

§2030.67 - 2030.100 (Reserved)

Attachment: Exhibit A

oOo

DEFINITIONS

AUTOMATIC CALL DISTRIBUTOR (ACD) - A device which directs incoming calls to an attendant in the order received, automatically places overflow calls on hold, and usually provides a recorded message and music on hold.

AUTOMATIC OFF-NET - The ability to dial commercial telephone numbers over the FTS network without operator assistance.

BUSINESS LINE - A commercial business line service provided by the telephone company for local and long distance (toll) communication.

DATA TRANSMISSION - The movement of coded (data pattern) information by means of electrical transmission.

DIAL-UP - The use of a dial or pushbutton telephone to initiate a station-to-station telephone call for voice or data transmission.

FACSIMILE - A system for the transmission of pictures, drawings, and written or printed information over dial-up or private telephone lines using a telecopier.

FOREIGN EXCHANGE LINE (FX) - A line which connects a subscriber's telephone to an exchange other than the subscriber's own city or geographic area. This service provides the user the equivalent of local telephone service from an exchange in another city or area.

FTS-ONLY LINE - A telephone line with access to the FTS network which permits direct FTS-to-FTS dialing, and FTS-to-commercial numbers by the automatic off-net method or by FTS operator assistance. An FTS-only line is denied direct access to the local commercial network.

FULL-SERVICE FTS LINE - A consolidated FTS/commercial service, with dual access to either network, over the same line. Usually, the commercial network is accessed by dialing the digit "9," and the FTS by dialing the digit "8."

FTS SWITCHBOARD - A telecommunications facility normally staffed by General Services Administration attendants (operators), which provides dialing assistance and directory information pertaining to the FTS network.

LISTENING-IN DEVICE - Any device, including additional telephone instruments, used to monitor, listen-in or record telephone conversations.

OFF-NET - A call which connects an FTS number to a commercial number is considered "off the network" (off-net).

PRIVATE BRANCH EXCHANGE (PBX) - A dial service switcher located on a customer's premises. Extensions call each other by dialing less than six digits, and reach outside the exchange by dialing the digits "7," "8," or "9" plus the call number.

(5-8-85) PN 964

ROTARY LINES - A group of telephone lines arranged in a hunting sequence; that is, if the first number is busy, an incoming call will hunt to the next available line in that rotary group.

SUBSCRIBER - An Agency who uses telecommunications services on a remittance basis. Sometimes referred to as "customer."

WIDE AREA TELEPHONE SERVICE (WATS) - A special service which permits a customer to make or receive calls (normally not both) or transmit data within selected geographic service areas (bands) at a fixed or measured rate.

oOo

Exhibit B, C, D, & E not automated see manual

COMPLETION INSTRUCTIONS - FORM AD-474

The block numbers below correspond to the same block numbers on the sample AD-474 at Exhibit F-2.

The number of positions for each block is indicated on the form. The form should be typewritten and the signed original forwarded to the NFC, P.O. Box 60,000, New Orleans, LA 70160. State offices should make a photocopy for their records and forward a courtesy copy to the Property Management Branch, Finance Office.

SECTION A - IDENTIFICATION

Block 1 - Check Service Center, if cost is shared by more than one agency.
Check Single Agency, if total cost of telephone account is charged to one agency.

Block 2 - Enter 0729708004

Block 3 - Enter "32" plus the 2-digit state code and a 2-digit sequential number to identify each transmittal.

Block 4 - Enter "1" for new account.
Enter "2" for all changes to an existing account, other than T&A Contact Point change.
Enter "3" for deletion of an account.

Block 5 - Enter maximum of 10 digits. Enter number consecutively, do not use dashes (-). For Phone Service and Credit Card billing, enter area code plus 7-digit number. For Miscellaneous and Long Lines, enter the account number up to 10 digits.

Block 6 - For NFC use only.

Block 7 - Enter the GSA Worldwide Geographical Location Code for state, city, and/or county where the telephone or other service is located. Must agree with city and state entered in Blocks 19 and 20. MUST BE 9 DIGITS.

Block 8 - Use with Action Code 2 to correct or change code previously entered. Show existing incorrect code in Block 7.

Block 9 - Use with Action Code 2 to correct or change account number. Show existing incorrect number in Block 5.

Block 10 - Use only with Action Codes 2 to show effective month of change (e.g., "01" for January).

(5-8-85) PN 964

COMPLETION INSTRUCTIONS - FORM AD-474
(Cont'd)

SECTION B - VENDOR

Blocks 11-15 - Enter name and mailing address of vendor's office which is to RECEIVE THE PAYMENT. Use full name of vendor; for example, Mountain Bell Telephone Company, South Central Bell Telephone Company.

Block 16 - For NFC use only.

SECTION C - SERVICE LOCATION

Blocks 17-21 - Enter title and mailing address location of agency office using the service.

SECTION D - SERVICE DESCRIPTION

Block 22 - Enter "P" for Phone; "C" for Credit Card; "M" for Miscellaneous or Long Lines. Miscellaneous (M) is used for those account numbers that are formatted other than area code plus 7-digit number, or that have an alpha character in the number, or the number is a long lines account.

Block 23 - Not applicable for telephones.

Block 24 - For Action Code 1, enter beginning date for service being added. For Action Code 3, enter ending date for service being deleted. Enter month and year; e.g., "0180" for January 1980.

Do not use this block with Action Code 2. Show effective date of change for Action Code 2 transactions in Block 10.

Block 25 - Not applicable for telephones.

Block 26 - Enter billing frequency code: BM-bimonthly; SM-semimonthly; M-monthly (this is normal billing cycle); Q-quarterly; A-annually; SA-semiannually.

Block 27 - Enter "S" and the amount of your expected monthly service charge and "T" plus the amount of your estimated toll billing. (See Paragraph 4A3 on page 4.) Round to nearest dollar - do not enter cents.

COMPLETION INSTRUCTIONS - FORM AD-474
(CONT'D)

SECTION E - MISCELLANEOUS

Block 28 - Agencies are responsible for determining tax exempt status of an account. Enter "Y" if a tax is payable. Enter "N" if no tax is payable. (Arizona, New Mexico and South Carolina should enter "Y", all other states should enter "N".)

Block 29 - Enter anticipated bill adjustments for any significant nonrecurring charges or credits (exclusive of telephone toll credits) that will appear on a future bill, such as an installation charge. Enter + for a charge and - for a credit, followed by the amount. Explain on reverse of transmittal. If not applicable, leave blank.

Blocks 30-31 - Not applicable.

SECTION F - ACCOUNTING CLASSIFICATION

The 15-digit Central Accounting System code must be included when a new account is established.

Example: 50137100070I040

<u>Fiscal Year</u>														
<u>Appropriation</u> (always 01)														
<u>Allottee</u> (1-N.O., 2-F.O., 3-State/District/County Office)														
<u>Major Class</u> (always 71)														
<u>Special Purpose</u> (000 unless shared cost service center, then 725)														
<u>Sub-unit</u> (N.O., F.O., S.O.-000, District-6. County-7)														
<u>State</u> (2-digit state code)														
<u>County</u> (N.O., F.O., S.O.-000, County Office-county code. District Office-convert to county code of the servicing count)														
5	01	3	71	000	7	01	040							

The Administrative Officer should sign, date, and provide his/her telephone number : the bottom line. Use reverse of form for remarks, as necessary.

For assistance in the completion of Form AD-474, contact the Telecommunications State at the Finance Office at FTS 279-4413 or commercial 314-425-4413.

(5-8-85) PN 964

Exhibit F-2 not automated see manual

